

RFP # 32106-00111

TECHNICAL PROPOSAL ORIGINAL

PROPOSER: RLCL ACQUISITION LLC
(Gray Line of Tennessee)

TECHNICAL PROPOSAL & EVALUATION GUIDE

SECTION A: MANDATORY REQUIREMENTS. The Proposer must address all items detailed below and provide, in sequence, the information and documentation as required (referenced with the associated item references). The Proposer must also detail the proposal page number for each item in the appropriate space below.

The RFP Coordinator will review the proposal to determine if the Mandatory Requirement Items are addressed as required and mark each with pass or fail. For each item that is not addressed as required, the Proposal Evaluation Team must review the proposal and attach a written determination. In addition to the Mandatory Requirement Items, the RFP Coordinator will review each proposal for compliance with all RFP requirements.

PROPOSER LEGAL ENTITY NAME:		RLCL Acquisition LLC d/b/a Gray Line of Tennessee	
Proposal Page # (Proposer completes)	Item Ref.	Section A— Mandatory Requirement Items	Pass/Fail
		The Proposal must be delivered to the State no later than the Proposal Deadline specified in the RFP Section 2, Schedule of Events.	
		The Technical Proposal and the Cost Proposal documentation must be packaged separately as required (refer to RFP Section 3.2., <i>et. seq.</i>).	
		The Technical Proposal must NOT contain cost or pricing information of any type.	
		The Technical Proposal must NOT contain any restrictions of the rights of the State or other qualification of the proposal.	
		A Proposer must NOT submit alternate proposals.	
		A Proposer must NOT submit multiple proposals in different forms (as a prime and a sub-contractor).	
49	A.1.	Provide the Proposal Statement of Certifications and Assurances (RFP Attachment 6.1.) completed and signed by an individual empowered to bind the Proposer to the provisions of this RFP and any resulting contract. The document must be signed without exception or qualification.	
2	A.2.	Provide a statement, based upon reasonable inquiry, of whether the Proposer or any individual who shall perform work under the contract has a possible conflict of interest (e.g., employment by the State of Tennessee) and, if so, the nature of that conflict. NOTE: Any questions of conflict of interest shall be solely within the discretion of the State, and the State reserves the right to cancel any award.	
50	A.3.	Provide a current bank reference indicating that the Proposer's business relationship with the financial institution is in positive standing. Such reference must be written in the form of a standard business letter, signed, and dated within the past three (3) months.	
51-52	A.4.	Provide two current positive credit references from vendors with which the Proposer has done business written in the form of standard business letters, signed, and dated within the past three (3) months.	
State Use – RFP Coordinator Signature, Printed Name & Date:			

RFP ATTACHMENT 6.2. — SECTION B

TECHNICAL PROPOSAL & EVALUATION GUIDE

SECTION B: GENERAL QUALIFICATIONS & EXPERIENCE. The Proposer must address all items detailed below and provide, in sequence, the information and documentation as required (referenced with the associated item references). The Proposer must also detail the proposal page number for each item in the appropriate space below. Proposal Evaluation Team members will independently evaluate and assign one score for all responses to Section B— General Qualifications & Experience Items.

PROPOSER LEGAL ENTITY NAME:		RLCL Acquisition LLC d/b/a Gray Line of Tennessee
Proposal Page # (Proposer completes)	Item Ref.	Section B— General Qualifications & Experience Items
3	B.1.	Detail the name, e-mail address, mailing address, telephone number, and facsimile number of the person the State should contact regarding the proposal.
3	B.2.	Describe the Proposer's form of business (<i>i.e.</i> , individual, sole proprietor, corporation, non-profit corporation, partnership, limited liability company) and business location (physical location or domicile).
3	B.3.	Detail the number of years the Proposer has been in business.
3	B.4.	Briefly describe how long the Proposer has been performing the services required by this RFP.
3-4	B.5.	Describe the Proposer's number of employees, client base, and location of offices.
4	B.6.	Provide a statement of whether there have been any mergers, acquisitions, or sales of the Proposer within the last ten years. If so, include an explanation providing relevant details.
4	B.7.	Provide a statement of whether the Proposer or, to the Proposer's knowledge, any of the Proposer's employees, agents, independent contractors, or subcontractors, proposed to provide work on a contract pursuant to this RFP, have been convicted of, pled guilty to, or pled <i>nolo contendere</i> to any felony. If so, include an explanation providing relevant details.
4	B.8.	Provide a statement of whether, in the last ten years, the Proposer has filed (or had filed against it) any bankruptcy or insolvency proceeding, whether voluntary or involuntary, or undergone the appointment of a receiver, trustee, or assignee for the benefit of creditors. If so, include an explanation providing relevant details.
4-5	B.9.	<p>Provide a statement of whether there is any material, pending litigation against the Proposer that the Proposer should reasonably believe could adversely affect its ability to meet contract requirements pursuant to this RFP or is likely to have a material adverse effect on the Proposer's financial condition. If such exists, list each separately, explain the relevant details, and attach the opinion of counsel addressing whether and to what extent it would impair the Proposer's performance in a contract pursuant to this RFP.</p> <p>NOTE: All persons, agencies, firms, or other entities that provide legal opinions regarding the Proposer must be properly licensed to render such opinions. The State may require the Proposer to submit proof of such licensure detailing the state of licensure and licensure number for each person or entity that renders such opinions.</p>

PROPOSER LEGAL ENTITY NAME:		RLCL Acquisition LLC d/b/a Gray Line of Tennessee
Proposal Page # (Proposer completes)	Item Ref.	Section B— General Qualifications & Experience Items
5	B.10.	<p>Provide a statement of whether there are any pending or in progress Securities Exchange Commission investigations involving the Proposer. If such exists, list each separately, explain the relevant details, and attach the opinion of counsel addressing whether and to what extent it will impair the Proposer's performance in a contract pursuant to this RFP.</p> <p>NOTE: All persons, agencies, firms, or other entities that provide legal opinions regarding the Proposer must be properly licensed to render such opinions. The State may require the Proposer to submit proof of such licensure detailing the state of licensure and licensure number for each person or entity that renders such opinions.</p>
6-7	B.11.	Provide a brief, descriptive statement detailing evidence of the Proposer's ability to deliver the services sought under this RFP (e.g., prior experience, training, certifications, resources, program and quality management systems, etc.).
7-8	B.12.	Provide a narrative description of the proposed project team, its members, and organizational structure along with an organizational chart identifying the key people who will be assigned to accomplish the work required by this RFP, illustrating the lines of authority, and designating the individual responsible for the completion of each service component and deliverable of the RFP.
8-18	B.13.	Provide a personnel roster listing the names of key people who the Proposer will assign to perform duties or services required by this RFP along with the estimated number of hours that each individual will devote to that performance. Follow the personnel roster with a resume for each of the people listed. The resumes must detail the individual's title, education, current position with the Proposer, and employment history.
20	B.14.	<p>Provide a statement of whether the Proposer intends to use subcontractors to accomplish the work required by this RFP, and if so, detail:</p> <ul style="list-style-type: none"> (a) the names of the subcontractors along with the contact person, mailing address, telephone number, and e-mail address for each; (b) a description of the scope and portions of the work each subcontractor will perform; <u>and</u> (c) a statement specifying that each proposed subcontractor has expressly assented to being proposed as a subcontractor in the Proposer's response to this RFP.

PROPOSER LEGAL ENTITY NAME:		RLCL Acquisition LLC d/b/a Gray Line of Tennessee
Proposal Page # (Proposer completes)	Item Ref.	Section B— General Qualifications & Experience Items
21-24	B.15.	<p>Provide documentation of the Proposer's commitment to diversity as represented by its business strategy, business relationships, and workforce— this documentation should detail <u>all</u> of the following:</p> <ul style="list-style-type: none"> (a) a description of the Proposer's existing programs and procedures designed to encourage and foster commerce with business enterprises owned by minorities, women, persons with a handicap or disability and small business enterprises; (b) a listing of the Proposer's current contracts with business enterprises owned by minorities, women, persons with a handicap or disability and small business enterprises, including the following information: <ul style="list-style-type: none"> (i) contract description and total value (ii) contractor name and ownership characteristics (<i>i.e.</i>, ethnicity, sex, disability) (iii) contractor contact and telephone number; (c) an estimate of the level of participation by business enterprises owned by minorities, women, persons with a handicap or disability and small business enterprises in a contract awarded to the Proposer pursuant to this RFP, including the following information: <ul style="list-style-type: none"> (i) participation estimate (expressed as a percent of the total contract value that will be dedicated to business with subcontractors and supply contractors having such ownership characteristics — PERCENTAGES ONLY — DO NOT INCLUDE DOLLAR AMOUNTS) (ii) descriptions of anticipated contracts (iii) names and ownership characteristics (<i>i.e.</i>, ethnicity, sex, disability) of anticipated subcontractors and supply contractors anticipated; and (d) the percent of the Proposer's total current employees by ethnicity, sex, and handicap or disability. <p>NOTE: Proposers that demonstrate a commitment to diversity will advance State efforts to expand opportunity to do business with the State as contractors and sub-contractors. Proposal evaluations will recognize the positive qualifications and experience of a Proposer that does business with enterprises owned by minorities, women, persons with a handicap or disability and small business enterprises and that offers a diverse workforce to meet service needs.</p>
25	B.16.	<p>Provide a statement of whether or not the Proposer has any current contracts with the State of Tennessee or has completed any contracts with the State of Tennessee within the previous 5-year period. If so, provide the following information for all of the current and completed contracts:</p> <ul style="list-style-type: none"> (a) the name, title, telephone number and e-mail address of the State contact knowledgeable about the contract; (b) the procuring State agency name; (c) a brief description of the contract's scope of services; (d) the contract term; and (e) the contract number. <p>NOTES:</p> <ul style="list-style-type: none"> ▪ Current or prior contracts with the State are <u>not</u> a prerequisite and are <u>not</u> required for the maximum evaluation score, and the existence of such contracts with the State will <u>not</u> automatically result in the addition or deduction of evaluation points. ▪ Each evaluator will generally consider the results of inquiries by the State regarding all contracts noted.

PROPOSER LEGAL ENTITY NAME:		RLCL Acquisition LLC d/b/a Gray Line of Tennessee
Proposal Page # (Proposer completes)	Item Ref.	Section B— General Qualifications & Experience Items
Reference Envelope Enclosed	B.17.	<p>Provide customer references from individuals (who are <u>not</u> current or former officials or staff of the State of Tennessee) for projects similar to the services sought under this RFP and which represent:</p> <ul style="list-style-type: none"> ▪ two (2) of the larger accounts currently serviced by the Proposer, <u>and</u> ▪ three (3) completed projects. <p>All references must be provided in the form of standard reference questionnaires that have been fully completed by the individual providing the reference as required. The standard reference questionnaire, which <u>must</u> be used and completed as required, is detailed at RFP Attachment 6.4. References that are not completed as required will be considered non-responsive and will not be considered.</p> <p>The Proposer will be <u>solely</u> responsible for obtaining the fully completed reference questionnaires, and for including them within the Proposer's sealed Technical Proposal. In order to obtain and submit the completed reference questionnaires, as required, follow the process detailed below.</p> <p>(a) "Customize" the standard reference questionnaire at RFP Attachment 6.4. by adding the subject Proposer's name, and make exact duplicates for completion by references.</p> <p>(b) Send the customized reference questionnaires to each individual chosen to provide a reference along with a new standard #10 envelope.</p> <p>(c) Instruct the person that will provide a reference for the Proposer to:</p> <ul style="list-style-type: none"> (i) complete the reference questionnaire (on the form provided or prepared, completed, and printed using an exact duplicate of the document); (ii) sign <u>and</u> date the completed, reference questionnaire; (iii) seal the completed, signed, and dated, reference questionnaire within the envelope provided; (iv) sign his or her name in ink across the sealed portion of the envelope; and (v) return the sealed envelope containing the completed reference questionnaire directly to the Proposer (the Proposer may wish to give each reference a deadline, such that the Proposer will be able to collect all required references in time to include them within the sealed Technical Proposal). <p>(d) <u>Do NOT open the sealed references upon receipt.</u></p> <p>(e) <u>Enclose all sealed</u> reference envelopes within a larger, labeled envelope for inclusion in the Technical Proposal as required.</p> <p>NOTES:</p> <ul style="list-style-type: none"> ▪ The State will not accept late references or references submitted by any means other than that which is described above, and each reference questionnaire submitted must be completed as required. ▪ The State will not review more than the number of required references indicated above. ▪ While the State will base its reference check on the contents of the sealed reference envelopes included in the Technical Proposal package, the State reserves the right to confirm and clarify information detailed in the completed reference questionnaires, and may consider clarification responses in the evaluation of references. ▪ The State is under <u>no</u> obligation to clarify any reference information.
		<p align="center">SCORE (for <u>all</u> Section B—Qualifications & Experience Items above): (maximum possible score = 10)</p>
State Use – Evaluator Identification:		

RFP ATTACHMENT 6.2. — SECTION C

TECHNICAL PROPOSAL & EVALUATION GUIDE

SECTION C: TECHNICAL QUALIFICATIONS, EXPERIENCE & APPROACH. The Proposer must address all items (below) and provide, in sequence, the information and documentation as required (referenced with the associated item references). The Proposer must also detail the proposal page number for each item in the appropriate space below.

A Proposal Evaluation Team, made up of three or more State employees, will independently evaluate and score the proposal's response to each item. Each evaluator will use the following whole number, raw point scale for scoring each item:

0 = little value 1 = poor 2 = fair 3 = satisfactory 4 = good 5 = excellent

The RFP Coordinator will multiply the Item Score by the associated Evaluation Factor (indicating the relative emphasis of the item in the overall evaluation). The resulting product will be the item's raw, weighted score for purposes of calculating the section score as indicated.

PROPOSER LEGAL ENTITY NAME:		RLCL Acquisition LLC d/b/a Gray Line of Tennessee			
Proposal Page # (Proposer completes)	Item Ref.	Section C— Technical Qualifications, Experience & Approach Items	Item Score	Evaluation Factor	Raw Weighted Score
27	C.1.	Provide a narrative that illustrates the Proposer's understanding of the State's requirements and project schedule.		10	
28-31	C.2.	Provide a narrative that illustrates how the Proposer will complete the scope of services, accomplish required objectives, and meet the State's project schedule.		35	
31	C.3.	Provide a narrative that illustrates how the Proposer will manage the project, ensure completion of the scope of services, and accomplish required objectives within the State's project schedule.		30	
32-37	C.4.	Submit the following documentation relative to driver qualifications: a. A copy of your company's Driver Qualifications policy. b. Documentation demonstrating that your drivers meet all applicable qualifications, licensure, and certification for the services the State intends to purchase.		10	
37-46	C.5.	Please submit your company's policy and procedures, including all applicable reports, for handling accidents, illness, or injuries involving State employees.		15	
<i>The RFP Coordinator will use this sum and the formula below to calculate the section score. All calculations will use and result in numbers rounded to two (2) places to the right of the decimal point.</i>			Total Raw Weighted Score: <i>(sum of Raw Weighted Scores above)</i>		
Total Raw Weighted Score			X 35		
Maximum Possible Raw Weighted Score <i>(i.e., 5 x the sum of item weights above)</i>			<i>(maximum possible score)</i>		
			= SCORE:		

RFP ATTACHMENT 6.2. — SECTION C (continued)

PROPOSER LEGAL ENTITY NAME:		RLCL Acquisition LLC d/b/a Gray Line of Tennessee			
Proposal Page # (Proposer completes)	Item Ref.	Section C— Technical Qualifications, Experience & Approach Items	Item Score	Evaluation Factor	Raw Weighted Score
<i>State Use – Evaluator Identification:</i>					
<i>State Use – RFP Coordinator Signature, Printed Name & Date:</i>					



Section A—Mandatory Requirement Items

Item Ref.	Response
A.1	<p><i>Provide the Proposal Statement of Certifications and Assurances (RFP Attachment 6.1.) completed and signed by an individual empowered to bind the Proposer to the provisions of this RFP and any resulting contract. The document must be signed without exception or qualification.</i></p> <p>Attached in appendices section</p>
A.2	<p><i>Provide a statement, based upon reasonable inquiry, of whether the Proposer or any individual who shall perform work under the contract has a possible conflict of interest (e.g., employment by the State of Tennessee) and, if so, the nature of that conflict.</i></p> <p>To the best of the Proposer's knowledge no conflict of interest exist with the State of Tennessee in the performance of the services described in this RFP.</p>
A.3	<p><i>Provide a current bank reference indicating that the Proposer's business relationship with the financial institution is in positive standing. Such reference must be written in the form of a standard business letter, signed, and dated within the past three (3) months.</i></p> <p>Bank reference (appendices)</p>
A.4	<p><i>Provide two current positive credit references from vendors with which the Proposer has done business written in the form of standard business letters, signed, and dated within the past three (3) months.</i></p> <p>Vendor credit reference (2):</p> <ol style="list-style-type: none"> 1. Mansfield 2. Rudy farms



Section B—General Qualifications & Experience Items

B.1	<p><i>Detail the name, e-mail address, mailing address, telephone number, and facsimile number of the person the State should contact regarding the proposal.</i></p> <p>Haniff M. Jackson General Manager hjackson@graylinetn.com</p> <p>Gray Line of Tennessee 2416 Music Valley Drive Nashville, TN 37214 (615) 883-5557 ext 115 (615) 883-6710 www.graylinetn.com</p>
B.2	<p><i>Describe the Proposer's form of business (i.e., individual, sole proprietor, corporation, non-profit corporation, partnership, limited liability company) and business location (physical location or domicile).</i></p> <p>RLCL Acquisition, LLC (dba Gray Line of Tennessee) is a limited liability corporation organized under laws of the State of Tennessee. The company's physical address is: 2416 Music Valley Drive, Suite 102, Nashville, TN 37214</p>
B.3	<p><i>Detail the number of years the Proposer has been in business.</i></p> <p>The company has operated continuously since 1974.</p>
B.4	<p>Gray Line has continuously operated shuttle services similar to those described in the RFP since 1985 (26 years).</p>
B.5	<p><i>Describe the Proposer's number of employees, client base, and location of offices.</i></p> <p>Gray Line's main office is located at 2416 Music Valley Dr, Nashville, Tennessee. The company employs approximately 248 employees. The charter division serves 5,000 customers and the tourism division serves more than 300,000 visitors to the Nashville region annually. There are five additional locations of business in the Nashville area:</p> <ul style="list-style-type: none">• Music Valley (Main Office): 2416 Music Valley Drive, Suite 102, Nashville, TN,



RFP Employee Shuttle Service
RFP # 32106-00111

	<p>37214</p> <ul style="list-style-type: none">• Nashville International Airport• Riverfront Train Station: 108 1st Ave South Nashville, TN 37214• Trolley Booth: 2nd Avenue and Broadway Nashville, TN 37214• Fleet Service & Maintenance: 2620 Music Valley Drive Nashville, TN 37214• KOA Campground: 2626 Music Valley Drive Nashville, TN 37214
B.6	<p><i>Provide a statement of whether there have been any mergers, acquisitions, or sales of the Proposer within the last ten years. If so, include an explanation providing relevant details.</i></p> <p>On May 29, 2009, RLCL Acquisition, LLC acquired substantially all of the assets and ownership of LCL, Inc (the former owner of Gray Line of Tennessee). Upon completion of the ownership change, the company maintained the same principal office, management team, customers, and services.</p>
B.7	<p><i>Provide a statement of whether the Proposer or, to the Proposer's knowledge, any of the Proposer's employees, agents, independent contractors, or subcontractors, proposed to provide work on a contract pursuant to this RFP, have been convicted of, pled guilty to, or pled nolo contendere to any felony. If so, include an explanation providing relevant details.</i></p> <p>To the Proposer's knowledge, none of the Proposer's employees, or agents, who would provide services on the proposed contract pursuant to the RFP have been convicted or pled guilty to a felony.</p>
B.8	<p><i>Provide a statement of whether, in the last ten years, the Proposer has filed (or had filed against it) any bankruptcy or insolvency proceeding, whether voluntary or involuntary, or undergone the appointment of a receiver, trustee, or assignee for the benefit of creditors. If so, include an explanation providing relevant details.</i></p> <p>In the past ten years the Proposer has not filed (nor had filed against it) any bankruptcy or insolvency proceeding.</p>
B.9	<p><i>Provide a statement of whether there is any material, pending litigation against the Proposer that the Proposer should reasonably believe could adversely affect its ability to meet contract requirements pursuant to this RFP or is likely to have a material adverse effect on the Proposer's financial condition. If such exists, list each separately, explain the relevant details, and attach the opinion of counsel addressing whether and to what extent it would impair the Proposer's performance in a contract pursuant to this RFP.</i></p> <p>The Company is a party to legal proceedings incidental to its business. In the opinion of management, any ultimate liability with respect to these matters would</p>

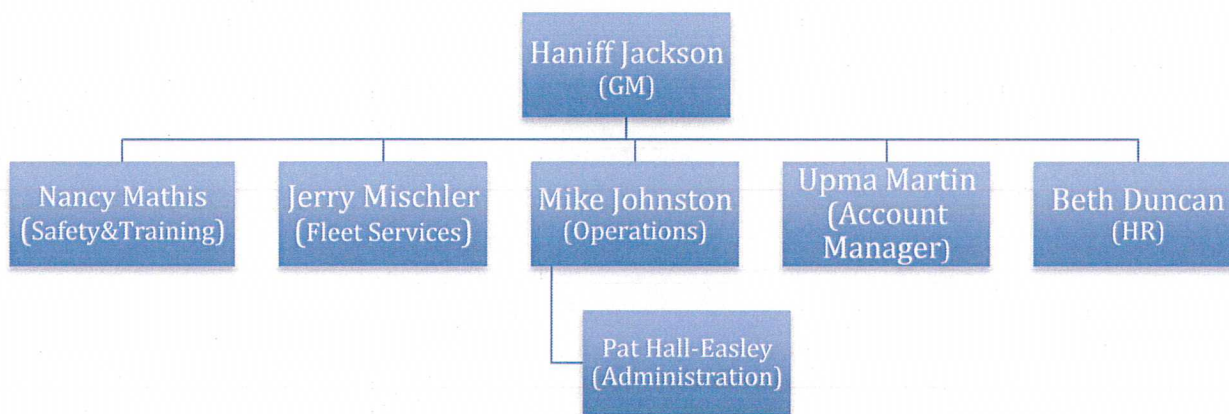


RFP Employee Shuttle Service
RFP # 32106-00111

	not have a material adverse effect on the Company's financial position or its ability to meet the contract requirements pursuant to the RFP.
B.10	<p><i>Provide a statement of whether there are any pending or in progress Securities Exchange Commission investigations involving the Proposer. If such exists, list each separately, explain the relevant details, and attach the opinion of counsel addressing whether and to what extent it will impair the Proposer's performance in a contract pursuant to this RFP.</i></p> <p>To the Proposer's knowledge there are no pending or ongoing Securities Exchange Commission investigations involving the Proposer.</p>



B.11	<p><i>Provide a brief, descriptive statement detailing evidence of the Proposer's ability to deliver the services sought under this RFP (e.g., prior experience, training, certifications, resources, program and quality management systems, etc.).</i></p> <p>Gray Line Statement of Qualifications</p> <p>The Company believes it possesses the requisite combination of experience and resources required to deliver the services sought through RFP # 32106-00111. A brief summary of the company's resources and experience relevant to the provision of services pursuant to the RFP include:</p> <p>Experience. In the past and present the company has provide fixed-route transportation services to the Regional Transit Authority, CMA Festival, Bridgestone Americas, Tennessee State University, Nashville Flea Market at Tennessee State Fairgrounds, Brentwood Baptist Church parking shuttle, Bridgestone Arena.</p> <p>Driver Management. The company maintains one of the largest for-hire passenger driver pools in the State of Tennessee with approximately 200 drivers. The company maintains an active driver management system which includes background checks, random drug testing, extensive safety training, licensing and knowledge and compliance with all regulations, procedures, and policies governing the operation of vehicles providing passenger services promulgated by the U.S. Department of Transportation, state, and local governments.</p> <p>Safety & Training. Drivers receive three weeks of training when hired and must satisfy annual training requirements. The company maintains a safety and training department, which monitors all laws, policies, procedures, and requirements and ensures that drivers have the most current knowledge and are in compliance with all regulations.</p> <p>Fleet Services. The company's maintenance department operates 24 hours a day seven days a week. This department provides daily cleaning and fueling of vehicles. The company hires certified mechanics who are responsible for providing manufacturers recommended service guidelines, emergency service, and ensuring the highest level of vehicle availability, reliability, and safety.</p> <p>Program Management. The company maintains a program management function that provides for proper administration and compliance for all contracts. The program management function liaises with all departments responsible for service delivery and ensures that customer requirement's are properly understood and monitors compliance with all service requirements. The program management function is also responsible for reporting, inspections, records maintenance, customer communication, and resolution of service</p>
------	--

	<p>deviations.</p> <p>Quality System. The company employs quality control manager responsible for ensuring that driver, vehicle, and customer service quality standards. The company utilizes a variety of quality systems to insure delivery of the highest driver, vehicle, and customer service levels. The systems incorporate inspections, training, surveys, technologies and standardized operating procedures to name a few.</p>
B.12	<p><i>Provide a narrative description of the proposed project team, its members, and organizational structure along with an organizational chart identifying the key people who will be assigned to accomplish the work required by this RFP, illustrating the lines of authority, and designating the individual responsible for the completion of each service component and deliverable of the RFP.</i></p> <div data-bbox="198 854 1421 1266" data-label="Diagram">  <pre> graph TD HJ["Haniff Jackson (GM)"] --> NM["Nancy Mathis (Safety & Training)"] HJ --> JM["Jerry Mischler (Fleet Services)"] HJ --> MJ["Mike Johnston (Operations)"] HJ --> UM["Upma Martin (Account Manager)"] HJ --> BD["Beth Duncan (HR)"] MJ --> PHE["Pat Hall-Easley (Administration)"] </pre> </div> <p>The services will be implemented and managed by a project team that reports directly to the general manager. The project team will be comprised of representatives from safety & training, fleet services, human resources, operations, and customer management.</p> <p><i>General Manager</i> - Haniff Jackson. Responsible for overall delivery of service</p> <p><i>Safety & training</i> - Nancy Mathis. Responsible for driver training, licensing, permits, insurance, and compliance with all rules and regulations pertaining to passenger transportation. Incident response policies, procedures, pre-trip inspection and reports (Vehicle inspection reports, license, registration), Employee Shuttle Service Management (c, f, h, j), and Driver Requirements (a, b, c, d, j)</p>



	<p><i>Fleet Services</i> - Jerry Mischler. Responsible for vehicles, maintenance, cleaning, driver to base communications, route signage, fuel, emergency fleet service (repair, tow, replacement vehicles), Employee Shuttle Service Management (a, b, g, h, j, k)</p> <p><i>Operations</i> - Pat Hall-Easley. Responsible for driver and vehicle assignment, daily driver paperwork (logs, vehicle inspections, time clock), route monitoring, driver communications, service frequency, Special Events, Driver Requirements (g), and Employee Shuttle Service Management (d, e, g, l)</p> <p><i>Account Manager</i> - Upma Martin. Responsible for ridership report, special events coordination, contract compliance, quarterly driver report, driver service training, (route, schedule, State employee identification), liaison with State designated representative, and customer and route specific Driver Requirements (f, h, l, k)</p> <p><i>Human Resources</i>—Beth Duncan. Responsible for driver recruiting, background screening, hiring, Employee Shuttle Service Management (C), and Driver Requirements (a, e)</p>																					
B.13	<p><i>Provide a personnel roster listing the names of key people who the Proposer will assign to perform duties or services required by this RFP along with the estimated number of hours that each individual will devote to that performance. Follow the personnel roster with a resume for each of the people listed. The resumes must detail the individual's title, education, current position with the Proposer, and employment history.</i></p>																					
	<p>Gray Line Personnel Roster</p> <table border="1"> <thead> <tr> <th>Name</th> <th>Department</th> <th>Hours per Month</th> </tr> </thead> <tbody> <tr> <td>Haniff Jackson</td> <td>Management</td> <td>8</td> </tr> <tr> <td>Upma Martin</td> <td>Account Manager</td> <td>20</td> </tr> <tr> <td>Jerry Mischler</td> <td>Fleet Services</td> <td>16</td> </tr> <tr> <td>Nancy Mathis</td> <td>Safety & Training</td> <td>8</td> </tr> <tr> <td>Beth Duncan</td> <td>Human Resources</td> <td>5</td> </tr> <tr> <td>Pat Hall-Easley</td> <td>Contract Administration</td> <td>60</td> </tr> </tbody> </table>	Name	Department	Hours per Month	Haniff Jackson	Management	8	Upma Martin	Account Manager	20	Jerry Mischler	Fleet Services	16	Nancy Mathis	Safety & Training	8	Beth Duncan	Human Resources	5	Pat Hall-Easley	Contract Administration	60
Name	Department	Hours per Month																				
Haniff Jackson	Management	8																				
Upma Martin	Account Manager	20																				
Jerry Mischler	Fleet Services	16																				
Nancy Mathis	Safety & Training	8																				
Beth Duncan	Human Resources	5																				
Pat Hall-Easley	Contract Administration	60																				



HANIFF MAURICE JACKSON

817 3rd Ave. North, Apt. 301 • Nashville, TN 37201 • 615-598-4709 • hjackson@graylinetn.com

EXPERIENCE

- | | | |
|-----------------------|--|------------------------------------|
| 2010 - Present | RLCL Acquisition, LLC d/b/a Gray Line of Tennessee
General Manager <ul style="list-style-type: none">Responsible for day-to-day operations, including budget management, fleet usage, operations, and sales. | Nashville, TN |
| 2010 - Present | Red Clay Capital Holdings, LLC
Partner <ul style="list-style-type: none">Responsible for deal origination, analysis, due diligence, and asset management. | Atlanta, GA / Nashville, TN |
| 2007 - 2009 | Global Asset Alternatives, LLC
Vice President <ul style="list-style-type: none">Involved in all aspects of the investment decision and underwriting process.Responsible for capital raising, deal origination, analysis, due diligence, and asset management. Specific Transaction Closings <ul style="list-style-type: none">\$30 million acquisition of a 300 unit multi-family apartment community in Destin, Florida via a joint venture partnership with a private equity fund based in Chicago. | Atlanta, GA |
| Summer 2006 | Cherokee Investment Partners, LLC
Associate (MBA) <ul style="list-style-type: none">Worked with Cherokee professionals in Raleigh, Denver, and New Jersey, on all aspects of the investment decision-making process including, due diligence, site inspection, and financial modeling.Created pro-forma, return, build-out, and market analyses for deal-specific underwriting. | Raleigh, NC |
| 2002-2005 | Global Asset Alternatives, LLC
Associate <ul style="list-style-type: none">Helped create the quantitative and qualitative research platform for evaluating funds.Performed fund due diligence and made direct fund investment recommendations. Specific Transaction Closings <ul style="list-style-type: none">Acquisition of the historic Partridge Inn Hotel in Augusta, Georgia. | Atlanta, GA |
| 1999-2001 | Salomon Smith Barney (Citigroup)
<i>Investment Banking Division, Financial Institutions Group</i>
Analyst <ul style="list-style-type: none">Played an active role in executing transactions; including, financial modeling, participating in client meetings, drafting sessions, term sheet negotiations, due diligence, and road shows. Specific Transaction Closings <ul style="list-style-type: none">Maximus Capital Holdings, Ltd. \$500 million Private Placement. | New York, NY |

EDUCATION

- | | |
|---|----------------------------|
| Darden Graduate School of Business Administration
University of Virginia
<i>Master of Business Administration, May 2007</i> <ul style="list-style-type: none">Robert Toigo Foundation Fellow.Consortium for Graduate Study Fellow. | Charlottesville, VA |
| Morehouse College
<i>Bachelor of Arts, Business Administration and Finance, May 1999</i> | Atlanta, GA |



Upma Martin

8828 Caswick Ct. · Nolensville, TN 37135 · 615 934 5115 · upma71@hotmail.com

Summary:

Highly motivated individual with over fifteen years of Sales & Customer service and office management experience seeking an everyday challenge. Skilled at building productive working relationships with clients and colleagues. Organized person who works well under pressure. Committed to the highest levels of professional and personal excellence.

Employment History:

RLCL Acquisition, LLC dba Gray Line of Tennessee
Nashville, TN

Apr '04 – Present

Charter Sales Account Manager

Duties: Completing RFP's, booking and coordinating motor coach charters to various customer types including pro sports teams, schools, churches, universities and local businesses as well as companies visiting Nashville for conferences. Tracking & reporting data

- Skilled at building working relationships with clients that I inherited from my predecessor as well as adopting new accounts.
- Manage day to day data for all contract service accounts. Communicate the daily data to account liaison on a daily and monthly basis
- Helped train colleagues to use the new computerized booking system in order to minimize any conflicts and loss of revenue.
- Created packages for visiting tourists based on their interests.
- Booked and coordinated many successful large scale bus charters for companies such as Accor Hotels, Bluegrass Music Festival, Bridgestone Americas.

Bed Bath and Beyond
Nashville, TN
Sales Assistant

Jan '03 – Apr '04

Duties: Customer assistance, store recovery, cashiering, participating in university classes to ensure product knowledge sold within the store and online, bridal registry, maximizing sales wherever possible.

Employment Services
London, UK

Feb '01 - Aug '01

Customer Services Representative

Duties: Processing employment benefits, customer information in person and over telephone, assisting clients with job search. Staff training.



Upma Martin Resume, Page Two

Watermans Arts Centre
London, UK

Aug '97 - Jan '01

Visitors Service Manager

Duties: Customer service and care, supervision of reception and box office, health and safety of staff and customers, Licensee, nominated first aider, daily, weekly and monthly account reconciliation, responsible for merchandise sold within the center, stock control and inventory including ordering, staff and customer liaison, staff training and management, events management including selling of meeting space.

Top Hat Catering Ltd
London, UK
Deputy Manager

Dec '94 - Aug '97

Watermans Arts Centre
London, UK
Deputy Manager

Jun '93 - Dec '94

Catering and Allied
London, UK
Chef Manager

Apr '92 - Oct '92

Education:

Brentford School for Girls, London, UK

Qualification: 'O' Levels in English Literature and Language, Math, French, Geography.

Thames Valley University, London, UK

Qualification: National Diploma in Hotel and Catering Institutional and Operational studies

Other Information:

Legal right to work within the USA

Event Planner & coordinator for HOA

Clean driver's license, First aid certification (UK)

Have attended customer service management classes

Ran my own successful catering business in the UK (Grape Vine Catering)

Hobbies and Interests:

Music, reading, cooking, movies.



Jerrell Mischler
3826 Calista Road
Cross Plains, TN

Work History

RLCL Acquisition, LLC dba Gray Line of Tennessee 1986-Present

Director of Maintenance

Duties include, but are not limited to:

Managing

- All employees (mechanics and wash crew)
- Scheduling hours of work and vacations
- Work assignments
- Staffing including hiring and terminating new employees
- Parts buying and budgeting
- Improvement of productivity throughout shop

Training – conducting and coordinating:

- OSHA
- Scheduling of training classes (MCI, Prevost, NAPA, etc.)
- Customer service
- Safety
- Equipment
- Cover all in town accident paperwork
- Assist with driver training
- Handle all purchasing and registration of license plates, and overseeing installation
- Insure all permit installations are completed
- Review all DOT roadside inspections
- Insure completion of annual inspections on all vehicles
- Maintenance coordination on all major projects (example CMA music festival)
- Build driver's training book
- Shop building upkeep and maintenance
- Permits, inspection services, and improvement of the shop facility (OSHA, EPA, Fire Marshall, etc.)
- Upkeep of DOT and DOD regulations
- Purchasing and selling of all equipment (vehicles, tools, tires)
- Leasing of all equipment (vehicles, tools, tires)
- Product Improvement for office, drivers, shop, and management
- Main office upkeep
- Plumbing, Electrical; high and low voltage systems
- Cleaning supplies
- Office equipment
- Major build out and renovation
- Moving of people and equipment throughout company
- Signage upkeep and replacement

Operations

- Scheduling duties
- Bus layout
- Group events
- Cover all out of town breakdown issues
- Do daily reoccurring route and daily operations meeting; weekend layout
- Updates of all vehicle changes and out of service vehicles to office from shop
- Weekly office and shop management meetings
- Weekly and monthly budget expense meetings
- Monthly driver accident review board meetings
- Build budget
- Bus purchasing
- Shop expenses



RFP Employee Shuttle Service
RFP # 32106-00111

- Mechanic's wages
- Shop improvements
- Tool purchasing
- Paint usage
- Handle quotes, contracts and leases
- Uniforms
- 2-way radios
- Water recovery
- Satellite and Security Systems
- Grants
- On site fueling

1981-1986

- Moon Freight Lines

1986

- Mid Tenn Ford

Training

1981 -Nashville Auto Diesel College - Auto Diesel Mechanic

1988 - ASE; Engines, suspension, and brakes

1989 - NAPA; NAPA Echlin tech training

1991 - Motor coach Industries; A/C training, Brake Inspection; Brake inspections certification, MAC

1991, 1992, 1993, 1994, 1995, 1996, 1997 - National Motor coach; training

1993, 1996, 2011 - PPG; paint refinishing training

1995 - ESCO; Universal a/c

1996 - OSHA; OSHA compliance training

1998 - CDL; Driver's license, DOT; US transportation department training

1999 - ABC Coach; VanHool training, Pro Heat; Pre heaters training, Annual Inspection; Vehicle inspection certification

2001 - Jasper; Transmission diagnostics, Forklift; Forklift certification

2002 - Prevost; Mechanic instructor course, Jasper; Gas engine diagnostics

2005 - Jasper; Diesel engine diagnostics

2011 - NAPA; 6.4 diesel engines, EX V, CSA 2010



NANCY E. MATHIS
2982 McGavock Pike
Nashville, Tennessee 37214

Objective: To obtain a position with a company where my knowledge of Risk Management will be of value.

Education: Middle Tennessee State University, Murfreesboro, Tennessee
Woodbury High School, Woodbury, Tennessee

Work Experience:

- 1994 – Present** **Director of Safety, Gray Line of Tennessee**
2416 Music Valley Drive
Nashville, Tennessee 37214
Duties: Responsible for Safety Compliance, Department of Transportation, Department of Defense, OSHA Compliance, Driver qualification files, Drug and Alcohol testing and DOT and DOD Audits. Responsible for Worker's Compensation, Auto, General Liability and Property Insurance.
- 1988 – 1992** **Bookkeeper, Mize Asphalt and Concrete Paving Co. Inc.**
7113 Peach Ct.
Brentwood, Tennessee
Duties: Responsible for Accounts Payables, Receivables, Payroll, Job Cost, Tax Reports, and Financial Statements.
- 1975 – 1986** **Office Manager, Gem Top East**
1124 Haley Road, Murfreesboro, Tennessee
In charge of office and accounting: Receivables, Payroll, Monthly and Quarterly Financial Statements and Tax Reports.
- 1967 – 1975** **Accounting**
The State of Tennessee
Reimbursement, Accounts Payable, Receivables and Payroll.
- Special Skills:** Excel, Word, Power Point, Outlook, J.J. Keller Scanner, Motor Coach
- Special Training:** DOT Compliance, CSA Training (Advance), DOT Qualification Training, DOD Compliance Training, Log Manuel and Scanner Training.



RFP Employee Shuttle Service
RFP # 32106-00111

Elizabeth J. Duncan, PHR
606 Joyce Lane • Nashville, TN 37216
(615) 481-4098
elizabethjduncan@comcast.net

Offering 20 years of proven, profitable contributions in employee relations, recruitment, labor, safety, workers compensation, training, payroll and benefits administration. Excellent interpersonal, analytical, decision-making and communication skills.

EXPERIENCE

RLCL Acquisition, LLC dba Gray Line of Tennessee Nashville, TN 2010 to present
Human Resources Manager

- Coach and guide management team on employee relations and disciplinary procedures.
- Recruit staff for all departments – Operations, Guest Services, Accounting, Safety, and Maintenance.
- Implement and conduct orientation for new employees.
- Create and update written policies and procedures.
- Develop Goals, Actions and Metrics for all Exempt Level employees.

Hunter Industrial Services, LLC Joelton, TN 2008-2010
Business Manager

- Manage all phases of Human Resources cycle from recruiting to termination.
- Manage payroll or salaried and hourly staff, including payroll taxes.
- Ensure compliance with Department of Transportation regulations for CDL Drivers.
- Manage business through web marketing, involvement with Chamber of Commerce and internet advertising.
- Coordinate Drug Free Workforce compliance.

Hall & Hunt Enterprises, LLC Nashville, TN 2003 - 2007
(Multi-state distributor of Hunt Brothers Pizza, 18 districts located in 11 states, 100+ team members)

Field Human Resources Representative (2006 – 2007)

- Coached and guided district managers with employee relations, corrective action and disciplinary action issues.
- Collaborated with Director of Human Resources with development of HR initiatives.
- Implemented process to track recruiting efforts.
- Developed online policy and procedure documentation for Human Resource function.
- Coordinated recruiting efforts for 18 districts across the country.
- Provided field support for all human resource initiatives and directives.

Human Resources Generalist (2003 – 2006)

- Created and revised policies and procedures, implemented P&P manual.
- Implemented major reorganization in 2005 of field management team ensuring minimal negative impact to morale and compliance with state and federal labor laws.
- Participated in monthly Matrix meeting with management staff, reporting HR issues for each district.
- Ensured legal compliance with labor, safety and wage & hour laws.
- Coordinated annual performance evaluations including providing guidance to District Managers and follow up on performance issues.
- Devised and implemented training procedures for all field positions collaborating with team of office and field staff.
- Obtained Drug Free Workforce Status in multiple states, including education, policy and compliance.
- Implemented Weekly Staffing Update to all office & field staff to communicate staffing changes.
- Created and implemented referral bonus policy and procedure to reward team member referrals and expand recruiting efforts.
- Designed and presented sexual harassment training six times annually.
- Implemented and conducted Exit Interviews.
- Revised criteria for Safety Award bonus.
- Coordinated recruiting efforts for field staff including revision of new hire processes, implemented criminal background checks to prevent negligent hiring issues.



Elizabeth J. Duncan Resume, Page 2

- Conducted "Basics of Hiring" presentation with Distributors of Hunt Brothers Pizza to provide education in basic HR matters.
- Revised existing job descriptions to include physical demands and obtain ADA certification.
- Developed and implemented Payroll Change Form to document any changes in wages, status or benefits deductions.
- Administration of benefits including medical, dental, STD, LTD, life, and 401(K).
- Workers' compensation & safety administration.
- Administration of quarterly random drug screen program.

**PlusMark, Inc.
Benefits Administrator**

Franklin, TN

2000 - 2003

- Benefits administration for 600 hourly/50 exempt employees including new employee orientation, open enrollment, status changes, and claims resolution. Benefits included medical, dental, AD&D, life, vision, LTD, STD, ESA, 401(k), pension; FMLA, Workers' Compensation
- Coordinated annual employee health fair.

**MagneTek, Inc.
Benefits Administrator**

Nashville, TN

1999

- Provided corporate support for human resources/benefits coordinators representing 1,800 employees located in six states and Mexico.
- Benefits included medical, dental, AD&D, STD, LTD, 401(k), Stock Purchase Plan, pension and retiree medical plans.

**A+ HomeCare, Inc.
Corporate Human Resources Coordinator**

Franklin, TN

1997 - 1999

- Developed policies and procedures, job descriptions, performance appraisals, and updated manuals throughout agency.
- Workers' comp administration, including OSHA compliance, accident reporting and investigation.
- Benefits administration, including self-insured medical, dental, 401(k), STD, LTD, and AD&D, COBRA administration.

Earlier and related experience includes HR roles in the manufacturing and healthcare fields (1987 - 1997).

EDUCATION

Tennessee Technological University B.S. English/Journalism
Professional in Human Resources designation

1986
2003

PROFESSIONAL MEMBERSHIPS

National Society for Human Resource Management since 2003
Middle Tennessee Society for Human Resource Management since 2003
Leadership Development Program committee member, 2005 - 2006

SKILLS and TRAINING

MS Office - Word, Excel, Outlook, PowerPoint
Database applications - Oracle, ABRA, HR2000, ADP, Optima
Leadership Development Program - MT SHRM, 2005



Patricia S. Hall-Easley

*1509 Pineview Drive
Nashville, TN. 37207
615 865-6566*

WORK HISTORY

RLCL Acquisition, LLC d/b/a Gray Line of Tennessee

01/11 to Present

Contract Operations Administrator

Responsible for the day to day monitoring, dispatching, and daily driver paperwork for all contract related work including the Regional Transportation Authority and Charter Schools. Duties also include assisting drivers with training, schedule assignments, and route coordination.

Davidson Transit Organization (MTA)

04/05 to 10/2010

Driver, Operations Supervisor/Dispatcher

Responsible for the day to day monitoring of passenger vehicles, customer service, driver schedules, and driver adherence to standards and procedures. Responsible for directly supervising a team of 18 operators.

Mortenson Broadcasting Company

11/99 to 4/2003

Office Manager, Operations Manager and General Manager

Responsible for the overall management of a gospel radio station in addition to selling airtime to clients.

Wyatt Tarrant & Combs

01/97 to 07/98

Duties included general office administration, time entry for attorneys, video teleconference coordination, client hospitality, special events coordination, and training new service center personnel.

AT & T

10/83 to 01/96

Business Account Manager, Business Account Associate, Customer Account Specialist, Service Representative.

Duties included consulting to business customers in day to day operations of their business with the primary focus of selling long distance services. (Retired as of 01-13-96 with 30 years service.)

Southwestern Bell

06/80 to 10/83

Service Representative

Duties included the sale and service of local and long distance service to business customers.

Southern Bell and South Central Bell

11/65 to 06/80

Service Representative, District Clerk, Force Administrator, Group Chief Operator, Assignment Clerk, and Operator.



Pat Hall-Easley, Page Two

AT & T 10/83 to 01/96
Business Account Manager, Business Account Associate, Customer Account Specialist, Service Representative.

Duties included consultant to business customers to assist in day to day operations of their business with the primarily focus of selling long distance services. (Retired as of 01-13-96 with 30 years service.)

Southwestern Bell 06/80 to 10/83
Service Representative
Duties included sale and service of local and long distance service to business customers.

Southern Bell and South Central Bell 11/65 to 06/80
Service Representative, District Clerk, Force Administrator, Group Chief Operator, Assignment Clerk, and Operator.

Headstart Kindergarten 06/65 to 08/65
Secretary/Office Assistant
Duties included answering telephone and assisting teachers with students and lunch programs.

EDUCATION

AT & T University of Sales Excellence (Extensive training in selling, listening skills, data gathering, cost justification, and consultative selling over a 12 year period to obtain a degree).

University of Houston (Introduction to Internet)*

North Harris County Community College (Introduction to Computers)*

North Harris County Community College (Introduction to Spanish)*

University of Oklahoma (Leadership School for Union Officers)*

George Meanie Learning Center (Leadership School for Female Union Officers)*

University of Tennessee

Houston Community College

Fisk University

Watkins Institute (Data Processing)*

*Courses classified as continuing adult education. Other schools attended over 20 year span working toward Business degree.

COMMUNITY SERVICE

Precinct Judge for Fort Bend County (Texas)

Quail Glen Homeowners Association Board of Directors (Texas)

NAACP

Vice President Communications Workers of America (Texas)

Pioneers of America

Alliance of Telecommunications Workers of America

References furnished upon request.



THIS PAGE INTENTIONALLY LEFT BLANK



B.14	<p><i>Provide a statement of whether the Proposer intends to use subcontractors to accomplish the work required by this RFP, and if so, detail:</i></p> <p><i>(a) the names of the subcontractors along with the contact person, mailing address, telephone number, and e-mail address for each;</i></p> <p><i>(b) a description of the scope and portions of the work each subcontractor will perform; and</i></p> <p><i>(c) a statement specifying that each proposed subcontractor has expressly assented to being proposed as a subcontractor in the Proposer's response to this RFP.</i></p> <p>The proposer intends to satisfy all requirements of the contract pursuant to this RFP with internal resources. No subcontractors will be employed.</p>
B.15 (a)	<p><i>Provide documentation of the Proposer's commitment to diversity as represented by its business strategy, business relationships, and workforce— this documentation should detail <u>all</u> of the following:</i></p> <p><i>(a) a description of the Proposer's existing programs and procedures designed to encourage and foster commerce with business enterprises owned by minorities, women, persons with a handicap or disability and small business enterprises;</i></p> <p>As a minority business enterprise the company cultivates business relationships with Women, Minority, Disadvantaged, and Small business enterprises. Below are examples of some of the organizations and programs the company utilizes to identifying and foster a diverse supplier base.</p> <p>i. Gray Line of Tennessee is a proud member of the National Black Chamber of Commerce (NBCC) of Nashville since 2009. Gray Line is involved in several activities throughout the year, and are most proud of the community service related activities that our employees get to participate in. Management at Gray Line has made it a priority to be active members of the Chamber, which includes attending community events and membership meetings. Our commitment as a company is a reflection of how important we view the Chamber's mission and we look forward to continuing to support this mission for years to come.</p> <p>ii. Gray Line of Tennessee has been a proud member of the National Council of Black Meeting Planners (NBMP) since 2010. Gray Line is remains an active member throughout the year. The National Coalition of Black Meeting Planners (NCBMP), is a non-profit organization dedicated primarily to the training needs of African American meeting planners.</p>

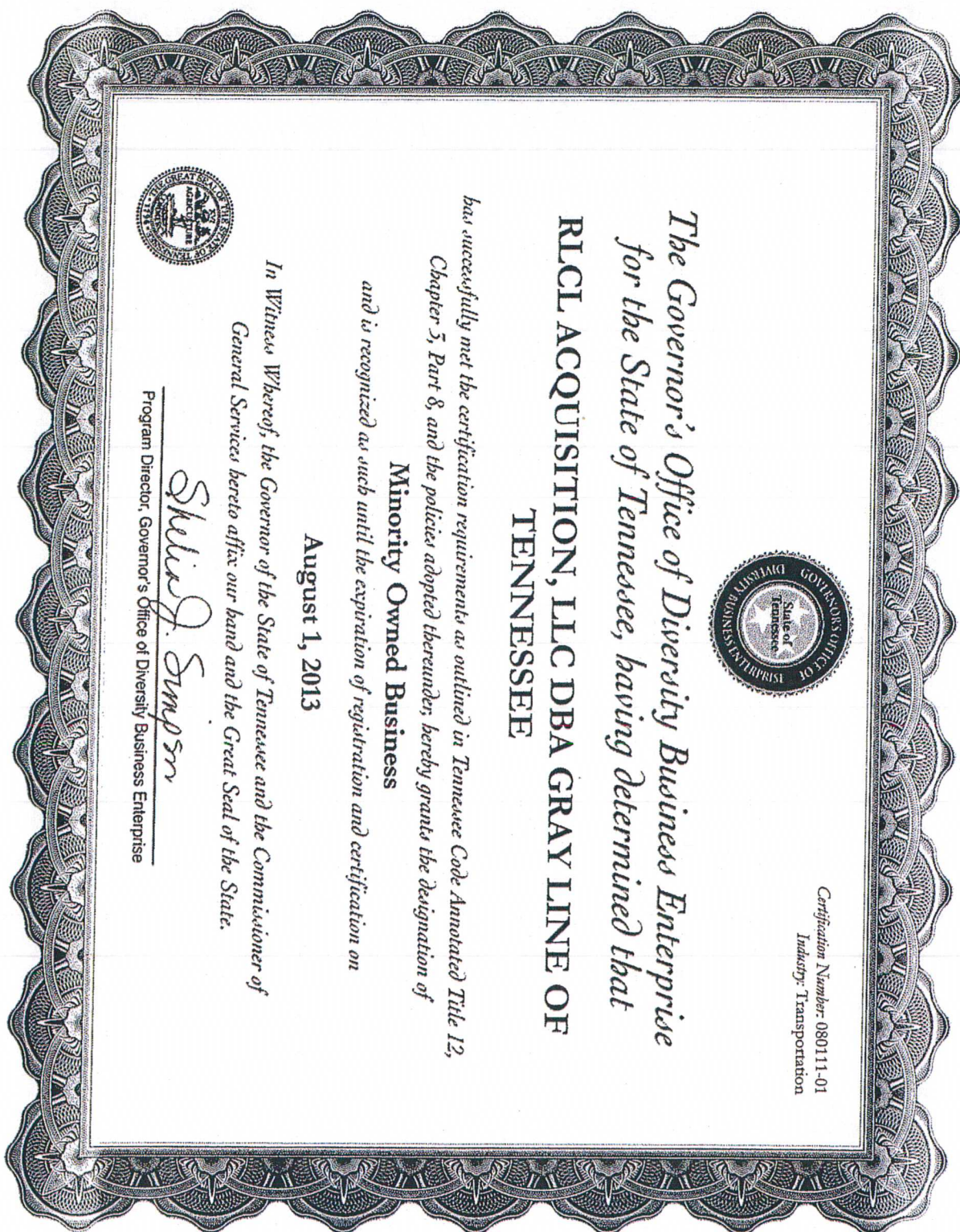


	<p>Membership allows Gray Line to identify and develop relationships with meeting planners from numerous business, civil rights, church and fraternal organizations.</p> <p>iii. Gray Line of Tennessee is a proud member of Tennessee Minority Supplier Development (TMSDC). As a member of TMSDC since 2009, Gray Line works to build business partnerships between other minority businesses (suppliers) and major corporations (purchasers). TMSDC is a privately funded, not-for-profit organization dedicated to building partnerships between minority-owned businesses that supply quality goods and services and major corporations that need those quality products. By providing continuous education on diversity, business standards and partnership building, Gray Line also participates in making donations and scholarships to entry-level college students in the Nashville area.</p>
B.15 (b)	<p><i>(b) a listing of the Proposer's current contracts with business enterprises owned by minorities, women, persons with a handicap or disability and small business enterprises, including the following information:</i></p> <p><i>(i) contract description and total value</i></p> <p><i>(ii) contractor name and ownership characteristics (i.e., ethnicity, sex, disability)</i></p> <p><i>(iii) contractor contact and telephone number;</i></p> <p>1) PAOwer Team Consulting Services: Public relations and media consulting services Value: 2010 \$9,527.67; YTD 2011 \$7,041.75 Perri duGuard Owens (Women & Minority Business Enterprise) Phone: 615-829-6499 Email: pdowens@paowerteam.com</p> <p>2) Victor Technologies Services: Information technology management and support Value: 2010 \$64,103.03; YTD 2011 \$24,053.13 Victor Underwood (Small Business Enterprise) Phone: 615-758-9753 Email: victoru@victoru.com</p>



RFP Employee Shuttle Service
RFP # 32106-00111

	<p>3) High Performance Quest, LLC Services: Operational consulting and training services Value: YTD 2011 \$52,785.72 Eva Hotard (WBE-Women Business Enterprise) Phone: 504-940-7483 Email: hotarm@bellsouth.net</p>
B.15	<p><i>(c) an estimate of the level of participation by business enterprises owned by minorities, women, persons with a handicap or disability and small business enterprises in a contract awarded to the Proposer pursuant to this RFP, including the following information:</i></p> <p><i>(i) participation estimate (expressed as a percent of the total contract value that will be dedicated to business with subcontractors and supply contractors having such ownership characteristics —</i> PERCENTAGES ONLY — DO NOT INCLUDE DOLLAR AMOUNTS)</p> <p><i>(ii) descriptions of anticipated contracts</i></p> <p><i>(iii) names and ownership characteristics (i.e., ethnicity, sex, disability) of anticipated subcontractors and supply contractors anticipated;</i></p> <p>As the Proposer is a minority business, management projects 100% participation by a minority business enterprise.</p>





RFP Employee Shuttle Service
RFP # 32106-00111

B.15 (d) the percent of total current employees by ethnicity, sex, and handicap or disability

RLCL Acquisition, LLC dba Gray Line of Tennessee

Workforce Analysis

*As reported to the Department of Labor, July 1, 2011

Total Number of Employees - 248

Female Employees – 32%

African American Employees – 22%

Hispanic Employees – 2%

Asian Pacific Islander Employees – 1%



B.16	<p><i>Provide a statement of whether or not the Proposer has any current contracts with the State of Tennessee or has completed any contracts with the State of Tennessee within the previous 5-year period. If so, provide the following information for all of the current and completed contracts:</i></p> <p><i>(a) the name, title, telephone number and e-mail address of the State contact knowledgeable about the contract;</i></p> <p><i>(b) the procuring State agency name;</i></p> <p><i>(c) a brief description of the contract's scope of services;</i></p> <p><i>(d) the contract term; and</i></p> <p><i>(e) the contract number.</i></p> <p>Gray Line of Tennessee presently has no contractual relationship with the State of Tennessee. During the past five years the company provided service, under contract, to the Tennessee School for the Blind. Since 2008 Gray Line has provided transportation services to the Tennessee School for the Blind under annual contracts.</p> <p>A) Tammy Murphy, Fiscal Officer, (615)2317304, tammie.murphy@tnschoolfortheblind.org</p> <p>B) Tennessee School For the Blind</p> <p>C) Transport of Tennessee School for the Blind students to and from home/school (cities include Memphis, Chattanooga, Jackson, Johnson City). Included are academic trips for students as approved by administration. Academic trips are in state as well as out of state.</p> <p>D) 1 year with option to renew upon satisfactory completion of the initial contract term.</p> <p>E) 33101-0000000340</p>
B.17	<p><i>Provide customer references from individuals (who are <u>not</u> current or former officials or staff of the State of Tennessee) for projects similar to the services sought under this RFP and which represent:</i></p> <ul style="list-style-type: none"> ▪ <i>two (2) of the larger accounts currently serviced by the Proposer, <u>and</u></i> ▪ <i>three (3) completed projects.</i> <p>Reference envelope enclosed.</p>



THIS PAGE INTENTIONALLY LEFT BLANK



Section C—Technical Qualifications, Experience, & Approach

C.1	<p><i>Provide a narrative that illustrates the Proposer's understanding of the State's requirements and project schedule.</i></p> <p>Generally. Gray Line shall provide the Services as more fully set forth herein, including, but not limited to, all operation and maintenance of the vehicles, drivers, routes, signage, reporting, and management services such that nothing remains to be purchased, provided or supplied by the State of Tennessee.</p> <p>Services. "Services" means operating shuttle bus routes for transporting State Employees along the existing orange, yellow, green, and blue routes currently defined in the contract or any future route additions or modifications. Providing trained drivers, appropriate vehicles (including ADA compliant vehicles), fuel, all required vehicle maintenance and route services, and program management services. In addition to the standard shuttle route schedule, Gray Line will provide Special Event transportation services upon request from the contracting entity.</p> <p>Timing. Gray Line currently possess all resources (vehicles, qualified drivers, insurance, communications equipment, permits & licenses, training, project and program management, and financial resources to commence service, as described, within the contract on September 1, 2011.</p>



C.2

Provide a narrative that illustrates how the Proposer will complete the scope of services, accomplish required objectives, and meet the State's project schedule.

Immediately upon execution of a contract, Gray Line of Tennessee is prepared to deploy the resources required to meet all services described in the "Scope of Services", all objectives defined in the contract and by the contracting authority, by September 1, 2011.

Central to Gray Line's ability to mobilize and operationalize the services described in the contract is the current possession of all resources required to fulfill the contract, and present operation of similar services. Resources the company would employ immediately include but are not limited to:

- A fleet of 90 vehicles (including ADA compliant vehicles).
- A roster of approximately [200] trained drivers with all legally required license, permits, endorsements, and insurance.
- Existing reporting systems and reports used to supply similar reports required by contracts the company currently operates.
- Project management resources to plan and execute services.
- Safety and driver training resources to ensure drivers assigned to provide service receive training on all customer requirements.
- Operations department, staffed from the hours of 5 am to 11 pm seven days a week, to manage service on a daily basis.
- Fleet services, 24 x 7 hours of operation, provides daily vehicle cleaning, inspection, and maintenance service to ensure vehicle availability, safety, and comfort.
- Proprietary radio frequency and communications towers and radios for continuous communications between vehicles and operations center.

Routes. Gray Line is prepared, upon execution of a contract, to immediately begin the training of drivers on the routes described in the "Standard Shuttle Schedule" Attachment 2 or any subsequent modifications of the shuttle routes. The project management and operations teams will be responsible for driver route training.

Days of Service. Gray Line shall provide the Services under the contract on all days that State office are open, Monday through Friday, except for State holidays. The company currently operates fixed-route



services for the Regional Transit Authority 300 days annually.

Hours of Service. The company will provide drivers to operate the "split shift" required by the morning and afternoon schedules. The company presently employs a pool of drivers whom currently operate "split shift" under other contracts. The Company will provide route services on the schedule defined in Attachment 2 to the contract. The company's operations group will monitor daily performance to ensure route frequency.

Supplemental Transportation (Special Events). Gray Line shall provide supplemental transportation services ("Special Events") outside of the Standard Shuttle Schedule contracted days, as reasonably requested by the contracting entity. The company's pool of approximately 200 drivers permits Gray Line to operate services on weekends and holidays. The company's driver pool currently provides service seven days a week for a wide variety of customers.

Equipment. Gray Line maintains a fleet of 90 vehicles ranging from 15, 25, 33 and 56 passengers, including ADA compliant vehicles. The company's current fleet makes it possible for Gray Line to fulfill the vehicle service requirements immediately.

Reserve Vehicles. The size of Gray Line's fleet ensures the availability of adequate numbers of reserve vehicles to ensure Service continuity on all contracted routes.

Driver Qualifications. Gray Line currently employs approximately 200 drivers. All drivers are (i) subject to background checks, (ii) know, understand and comply with all Federal and Tennessee rules, policies and procedures governing passenger transportation, including the appropriate use of all equipment and tools in the bus, including electronic communication devices, and (iii) possess the required licenses, permits, health cards, and insurance. In addition, Gray Line shall ensure that, prior to operating any routes hereunder, each driver completes training to understand specific service requirements for each service.

Fuel. Gray Line shall purchase and supply fuel as part of the Services.

Service Levels. Gray Line shall operate the Services on time. The company will ensure adequate service levels through driver training and daily operational oversight of the routes.

Communications.

- (a) Gray Line shall notify the contracting entity within 24



hours of any major service interruptions, passenger injuries or accidents involving the Services via phone or email. Each such notification must include the route, driver name, service time, and description of the incident.

(b) Each party shall designate a primary relationship manager who is responsible for receiving all communication, inquires, and monitoring service levels. The appointment of a designated contact ensures timely communication of all matters related to the service and supports attainment of the State's objectives and schedule.

Insurance. Gray Line presently the following insurance coverage's:

(c) Commercial General Liability insurance (to include property damage coverage and contractual liability coverage) in minimum amounts of \$2,500,000 per claim and \$5,000,000 in the annual aggregate;

(d) Comprehensive Automobile Liability insurance with a combined single limit of \$5,000,000, providing liability coverage for any auto to include owned, hired and non-owned vehicles, and uninsured motorists coverage.

(e) Professional Malpractice Liability Insurance

(f) Workers' Compensation and Employer's Liability insurance on all of its employees in the amounts as outlined below:

Workers' Compensation

Statutory Benefits

Employer's Liability:

\$1,000,000 EACH ACCIDENT

\$1,000,000 EACH DISEASE

\$1,000,000 EACH EMPLOYEE

Safety. Gray Line requires 8 hours of annual safety training for all drivers. Safety training includes, but is not limited to all new DOT rules and regulations, insurance procedures, Annual drug testing certifications, Defense Driving test, shop procedures, and Handicap lift operation.

Reporting & Rights of Inspection. Gray Line currently provides reporting and inspection rights to customers for which it operates similar services. Based on "Monthly Ridership report" described in Section A.3, paragraph (I), the company currently complies with all



	<p>information requirements in existing contracts and foresees no problem apply existing reports to the fulfill the requirements of this contract.</p> <ul style="list-style-type: none"> (g) Ridership (h) Incident report (i) Vehicle Records (j) Driver Records (k) License, permits, Insurance 	
C.3	<p><i>Provide a narrative that illustrates how the Proposer will manage the project, ensure completion of the scope of services, and accomplish required objectives within the State's project schedule.</i></p> <p>Gray Line's ability to deliver the scope of services within the State's timeline is based on a combination of project and program management, and daily operational infrastructure. The company employs a cross functional team for implementation of new services such as those described in RFP #32106-00111. The process for new service implementation involves the following activities:</p> <p>Project team formation. The new service project includes: program management, safety & training, fleet services, operations, and human resources. This project team performs the following functions related to new service delivery:</p> <ol style="list-style-type: none"> 1. Route planning -- review, testing, and confirmation 2. Asset allocation -- involves vehicle acquisition, inspection, licensing and permitting, maintenance, and signage. 3. Driver management -- driver scheduling, training, and performance monitoring, discipline. 4. Operational scheduling --daily management of drivers, vehicles, routes, and customer service. 5. Program management -- reporting, compliance, and contract administration 6. Recruitment -- driver hiring and background check. <p>Gray Line has successfully employed this approach to deploy similar services under very limited time constraints. The combination of existing resources and experience underscore the company's ability to accomplish the scope of services and meet required objectives by September 1, 2011.</p>	



C.4

Submit the following documentation relative to driver qualifications:

- a. *A copy of your company's Driver Qualifications policy.*
- b. *Documentation demonstrating that your drivers meet all applicable qualifications, licensure, and certification for the services the State intends to purchase.*

J. J. Keller Business Services
1-877-564-2333

JJ Keller Management System

Gray Line of Tennessee utilizes a driver compliance system provided by J.J. Keller Business Services. This system ensures all drivers are in compliance with the Federal Department of Transportation guidelines.

Records consist of:

1. Personal Files
2. DOT Files
3. Maintenance Files
4. Accidents records
5. Kellerscan for Log Auditing

The Keller system software features support:

- Streamline driver qualification
- Identify driver compliance needs
- Centralize driver qualification information
- Accident reporting and record keeping
- Tracking of new entry-level driver training requirement
- KellerScan Process

(KellerScan identifies questionable data, stores all violations, improves efficiency and accuracy with paperless storage, and generate management reports)



PERSONNEL AND
READINESS

DTMO

OFFICE OF THE UNDER SECRETARY OF DEFENSE

4000 DEFENSE PENTAGON
WASHINGTON, D.C. 20301-4000

22 SEP 2010

Ms. Nancy Mathis
President
RLCL Acquisition, LLC
D/B/A Grayline Tours of Nashville
2416 Music Valley Drive, Suite 102
Nashville, Tennessee 37214-1012

Dear Ms. Mathis:

Congratulations on your outstanding performance. You received a top rating of "1" on your Facility, Terminal and Equipment Inspection conducted by our safety contractor, Consolidated Safety Services, Inc., on July 6, 2010.

Your rating of "1" indicates RLCL Acquisition is doing an outstanding job maintaining compliance with both the Military Bus Agreement and the Federal Motor Carrier Safety Regulation. We commend the performance of you and your employees and look forward to continuing our partnership to provide the best service and safest transportation support for Department of Defense travelers.

Sincerely,

Paul Joyce
Chief, Commercial Travel Division
Defense Travel Management Office



Gray Line Nashville
Nashville, TN 37214

07/26/11 2:54:02 PM
Page 1

Driver Qualification Compliance Status by Company Level

Selection: Entire Company

Status as of: 7/26/2011

162(100.00%) Drivers in Compliance of 162 Drivers

Gray Line Nashville		
Active Drivers:	162	Drivers in Compliance: 162 100.00 %



Gray Line Nashville
Nashville, TN 37214

07/28/11 7:30:47AM
Page 1

Checklist Item Information

<u>PreQualification Checklist Items</u>	<u>Default Status</u>	<u>Job Classes</u>
Employment Application (391.21) [DQ]	Received	(Not Specified), 01, 05
Motor Vehicle Report Current State (391.23) [DQ]	Received	(Not Specified), 01, 05
Motor Vehicle Report Previous States [DQ]	Received	(Not Specified), 01, 05
Previous Employer Verification (391.23) [DQ]	Completed	(Not Specified), 01, 05
Medical Exam Certificate (391.43) [DQ]	Received	(Not Specified), 01, 05
Previous Employer Alcohol/Drug Tests (382.413) [DQ]	Completed	(Not Specified), 01, 05
Pre-Employment Drug Screen (382.301) [DQ]	Completed	(Not Specified), 01, 05
Road Test (391.31) [DQ]	Completed	(Not Specified), 01, 05
Certificate of Road Test (391.31) [DQ]	Issued	(Not Specified), 01, 05
Trained on FMCSR (390.3) [DQ]	Completed	(Not Specified), 01, 05
Receipt for Drug & Alcohol Test Policy (382.601) [DQ]	Issued	(Not Specified), 01, 05
Review of Long Form Physical [DQ]	Completed	(Not Specified), 01, 05
Certificate of Compliance (383.21) [DQ]	Received	(Not Specified), 01, 05
Copy of Operator's License (391.11) [DQ]	Received	(Not Specified), 01, 05
Driver Orientation [DQ]	Completed	(Not Specified), 01, 05
Skill Performance Evaluation (391.49) [DQ]	Received	(Not Specified), 05
Driver's Record of Duty Status (395.8)(j)(2) [DQ]	Received	(Not Specified), 05
Previous Pre-Employment A&D Test Statement [DQ]	Completed	(Not Specified), 05
Entry-Level Driver Training (380.503) [DQ]	Completed	(Not Specified), 05
Entry-Level Driver Training Certificate (380.505) [DQ]	Issued	(Not Specified), 05
Waiver Letter (391.49) [DQ]	Received	(Not Specified), 01, 05
Driver's Data Sheet (395.8) [DQ]	Received	(Not Specified), 01, 05
Pre-Employment Alcohol Screen [DQ]	Completed	(Not Specified), 01, 05
Employee Alcohol and Drug Statement (40.25) [DQ]	Completed	(Not Specified), 01, 05
<u>Maintenance Checklist Items</u>	<u>Default Date Due</u>	<u>Job Classes</u>
Record of Violations (391.27) [DQ]	One Year	(Not Specified), 01, 02, 03, 04, 05
Motor Vehicle Report [DQ]	One Year	(Not Specified), 01, 02, 03, 04, 05
Annual Review (391.25) [DQ]	One Year	(Not Specified), 01, 02, 03, 04, 05
Medical Exam Certificate (391.43) [DQ]	Two Years	(Not Specified), 01, 02, 03, 04, 05
Six Month Blood Pressure Re-Certification [DQ]	Six Months	(Not Specified), 01, 02, 03, 04, 05
Driver's License Expiration Date [DQ]	Four Years	(Not Specified), 01, 02, 03, 04, 05
One Year Blood Pressure Re-Certification [DQ]	One Year	(Not Specified), 01, 02, 03, 04, 05
3rd Month Blood Pressure Check [DQ]	Three Months	(Not Specified), 01, 02, 03, 04, 05
Skill Performance Evaluation (391.49) [DQ]	Two Years	(Not Specified), 05
Waiver Letter (391.49) [DQ]	Two Years	(Not Specified), 01, 02, 03, 04, 05
<u>Training Checklist Items</u>	<u>Default Retraining Date</u>	<u>Job Classes</u>
FMCSR Training (390.3)	(Not Specified)	(Not Specified)
Alcohol Awareness	(Not Specified)	(Not Specified)
Drug Awareness	(Not Specified)	(Not Specified)



Gray Line Nashville
Nashville, TN 37214

07/28/11 7:30:47AM
Page 2

Checklist Item Information

Subpart H (172.700)	(Not Specified)	(Not Specified)
How to complete vehicle inspections	(Not Specified)	(Not Specified)
Brake Inspection Certificate	(Not Specified)	(Not Specified)
Orientation	(Not Specified)	(Not Specified)



C.5	<i>Please submit your company's policy and procedures, including all applicable reports, for handling accidents, illness, or injuries involving State employees.</i>
-----	--

Gray Line Tennessee

Accident Procedures

All Accidents & Incidents, Workman Compensations Claims must be report to Nancy Mathis,
Director of Safety, Phone 615-883-5557 ext., 120.

What to do when an accident happens

1. When an accident is reported to Safety or Operations
2. Ask the following question
 - A. Anyone injured
 - B. Location of Accident
 - C. Have the police been called
 - D. Any vehicle towed
 - E. If a vehicle towed or personal injury or fatality
 - F. Drug and Alcohol test must be performed

Driver's investigation

- A. Contributing Factors
- B. Direct cause of accident
- C. Preventable yes or no
- D. Pictures taken at the scene

Accident Investigation

1. Conduct a company accident investigation
 - A. Date of accident, time, weather condition
 - B. Driver information
 - C. General information, property damage, law enforcement investigations
 - D. Citations issued
 - E. Equipment Information
 - F. Vehicle's towed
 - G. Driver and vehicle information on other vehicle



H. Passenger information

I. Witness information

Accident Reporting

1. Determine what type of accident (DOT or Non DOT)
 - A. Death
 - B. Injury requiring medical treatment away from scene
 - C. One or more vehicles towed from the scene

Accident Files

1. Copies of all reports (Insurance company report)
 - A. Policy report must be kept in file

Accident Register

1. Date of the Accident
2. City or town closest to accident
3. Driver name
4. Number of injuries
5. Number of Fatalities
6. Any fuel spill from fuel tank of vehicle

Workers Compensation all reports must be reported to Nancy Mathis, Safety report all claims to Liberty Mutual 888-951-3200 Policy Number # WCJ-Z91-454936-010

1. Work related injury
2. Report to supervisor when injury occurs
3. It can be reported to the insurance as a reportable or non-reportable
4. Written report must be completed with details of injury
5. If medical attention is required
 - A. Panel for clinics and type of the doctor needed, injured employee can pick the doctor from the panel
 - B. Have all forms signed by the employee
 - C. Send employee to clinic
 - D. Drug Test & Alcohol test is required (post accident)
 - E. Doctor view
 - F. All reports are sent to workers compensation, if loss wages are involved, a loss wage scale is completed and returned, if modified work is available it would be best to find some type of work to hold down claim cost.



EMPLOYEE'S REPORT OF INJURY

Employee's Name: _____ Male _____ Female _____
Last First Middle

Date of birth: ____/____/____ Home Phone # (____) _____

Home Address: _____

City: _____ State: _____ Zip _____

Present Classification: _____ How long employed here: _____

Social Security Number: ____-____-____ Weekly Salary: _____

Location of accident: _____
Address Area (loading dock, bathroom, etc.)

Date of accident: _____ Time of accident: _____

Describe fully how accident occurred: (including events that occurred immediately before the accident):

Describe bodily injury sustained (be specific about body part(s) affected): _____

Recommendations on how to prevent this accident from recurring: _____

Name of Supervisor: _____ Phone # _____

Name(s) of witness(es): _____ Phone # _____

When did you report the accident to your supervisor? _____

To whom did you report your injury? _____

Do you require medical attention? Yes: _____ No: _____ Maybe: _____

Name of treating physician: _____ Phone # _____

Signature of Employee _____ Date: _____



Date of Report: ____/____/____

Gray Line Nashville

FIRST REPORT OF ACCIDENT

USE THIS FORM TO RECORD BASIC DATA CONCERNING YOUR ACCIDENT

Date of Accident: ____/____/____ Time of Accident: ____AM ____PM

Driver Name: _____ Vehicle #: _____

Accident Location

Intersection: _____ City: _____ State: _____

Description of Accident:

Coach: Year: _____ Make: _____ Number of Passengers: _____

Damage: _____

Assistance Needed: _____

Other Vehicle: Year: _____ Make: _____ Number of Passengers: _____

Damage: _____

Driver's Name: _____

Driver's Address: _____

Driver's Phone Number: _____

Injuries

Your Coach: No. of Injuries: _____ **Other Vehicle:** No. of Injuries: _____

Number of People Transported to Hospital: _____

Hospital Name: _____

Hospital Address: _____

Police

At Scene: YES NO

Officer's Name: _____ **Badge #:** _____

City: _____ **State:** _____ **Phone Number:** _____

Police Report #: _____

Passenger Information Card: Did you make use of it?: YES NO

If No, Why not?: _____

Note: Return Completed First Report of Accident Form to Nancy Mathis ASAP. 10/09 NM



GRAY LINE TENNESSEE

INCIDENT REPORT

Passenger Injury Report

Injured Passenger Name _____

Address _____

Phone # _____

Location of
Accident _____

City & State _____

Date _____ Time of Incident _____

Describe fully how incident occurred:

Describe injury (what body part (s) affected):

Witness:

Name:

Address:

Driver Signature:

_____ Date _____



Group Health Benefits

If you are a full-time Driver or full-time employee (non-Driver), Gray Line of Tennessee offers you the opportunity to participate in the following benefit programs:

- Health Insurance
- Dental Insurance
- Short Term Disability Insurance
- Long Term Disability Insurance
- Basic Life & Accidental Death and Dismemberment Insurance
- Vision Insurance
- Flexible Spending Account

Provided you complete the necessary enrollment papers, your elected benefits will be effective after you have completed 90 days of employment with Gray Line of Tennessee. During orientation, and again at annual open enrollment, you will be provided instructions for enrolling in the benefit plans. It is important to remember that you must enroll prior to the established deadline to receive coverage.

Upon enrollment in the benefit plans, which are also group insurance products, you will be provided a copy of a Summary Plan Description (SPD). The SPD details the provisions of each of the plans select. Some SPDs will be available on a website and others may be in the form of a book.

Workers' Compensation

All injuries arising from and in the course of employment may be subject to Workers' Compensation and should be filed as a Workers' Compensation claim in accordance with Tennessee laws. If you experience a work-related injury or illness, it must be reported to the Human Resources/Safety Manager immediately to initiate the claims process. There are strict reporting guidelines for these claims and all injuries should be reported as soon as possible. Once a Workers' Compensation claim has been submitted, all medical bills should be submitted for reimbursement through Workers' Compensation and not through your medical plan.

Safety and Security

It is the intent of Gray Line of Tennessee to comply with all applicable state and federal laws. To do this, we must constantly be aware of conditions in all work areas that can produce injuries. No employee is required to work at a job he/she knows is not safe or not healthful. Your cooperation in detecting and reporting hazards and, in turn, controlling them, is a condition of your employment. Inform your supervisor immediately of any situation beyond your ability or authority to correct.

Accidents and Incidents

An accident is defined as any time the bus touches anything other than the top of the roadway with the bottom of the tires and in so doing causes physical damage, property damage or bodily injury; or, when a passenger is injured for any reason on board or while entering or exiting the bus. An incident is any condition or act that results in physical damage to any company vehicle while on company property and costs less than \$500 to repair.

A Department of Transportation (DOT) reportable accident is one in which there was bodily injury caused by the accident which required medical treatment and transportation away from the scene and/or any vehicle is disabled because of the accident and must be towed from the scene.

As a professionally trained and skilled coach operator, you are capable of preventing most accidents. Through the use of sound defensive driving techniques you will avoid accidents and drive safely. However, if you are involved in an accident, the following procedures must be followed immediately:

Reporting the Accident

- **Contact a Dispatcher immediately.** All accidents must be reported immediately after they occur. If you are outside your local home base area, you should know the 800 number for your office.
- **Contact the Police and wait for assistance.** All accidents must be reported to a police officer. You or the Dispatcher must notify the local authorities and you must wait at the scene until a police officer or company official releases you.
- **Do not discuss the accident** with anyone other than the police officer and company officials. Do not speculate about what happened and never accept or place blame.
- **Follow directions from your Dispatcher, other Gray Line officials and the police officer.** They will assist you in correctly completing all accident procedures. Listen carefully and follow directions.

Accident Procedures

- **Remain calm and take control of the scene.** In the few minutes following the accident there may be panic and confusion. Stay aware, assess the situation and take control.



- Secure the bus so that passengers do not wander off the bus and so that people passing by do not board the bus.
- Make sure the bus is securely parked. Apply the emergency parking brake, activate the four-way flashers and other interior and exterior lights, place the triangular reflectors outside the bus as described by DOT regulations and illustrated on the inside of the red box lid.
- Check for injuries. Ask the passengers, "Is everyone okay?" Never ask, "Is anyone hurt?" Remain positive. Check for injuries of the people in the other vehicles and of pedestrians who may have been involved in the accident.
- Make a decision on whether or not to move the bus. This is a decision that you must make as a professional after assessing the situation. You must do whatever is the safest in the situation. Remember, your main concern is for your passengers' safety, your safety and the well being of the bus. You must also determine if the bus is in danger of being struck and thus causing a second accident. You must look at the entire situation and consider the consequences of moving or not moving. In general, do not move the bus from its final resting position until a police officer or company official arrives or until you have photographed the accident scene. Please note there are state and local laws that may require drivable vehicles to be moved off the roadway following an accident. As a professional, you are expected to know and abide by the traffic laws governing the areas in which you drive.
- Determine when to evacuate. As a professional, you must determine if it is safest to evacuate. You should evacuate the bus in the following situations:
 - There is fire, smoke or fumes in or near the bus or a fuel spill with imminent danger of fire;
 - The bus is in danger of being struck again and the bus cannot be moved;
 - The bus is in a dangerous or precarious situation (such as, but not limited to: in or near a body of water, hidden around a curve or over a hill, tilting unevenly near a drop-off or cliff).

See also *Safety on the Road*.

Drug Free Workplace

Gray Line of Tennessee is committed to providing a safe work environment and to fostering the well-being and health of its employees. That commitment is jeopardized when any Gray Line of Tennessee employee illegally uses drugs on or off the job, comes to work under their influence, possesses, distributes or sells drugs in the workplace, or causes alcohol on the job. Therefore, Gray Line of Tennessee has established the following policy, pursuant to T.C.A. Section 50-9-100 et. seq.:

- It is a violation of company policy for any employee to use, possess, sell, trade, offer for sale, or offer to buy illegal drugs or otherwise engage in the illegal use of drugs on or off the job.

- It is a violation of company policy for any employee to report to work under the influence of or while possessing in his or her body, blood or urine, illegal drugs in any detectable amount;
- It is a violation of company policy for any employee to report to work under the influence of or impaired by alcohol;
- It is a violation of company policy for any employee to use prescription drugs illegally, i.e., to use prescription drugs that have not been legally obtained or in a manner or for a purpose other than as prescribed. However nothing in this policy precludes the appropriate use of legally prescribed medications;
- Violations of this policy are subject to termination of employment.

It is the responsibility of the company's supervisors and managers to counsel employees whenever they see changes in performance or behavior that suggest an employee has a drug problem. Although it is not the supervisor's job to diagnose personal problems, the supervisor should encourage such employees to seek help and advise them about available resources for getting help. Everyone shares responsibility for maintaining a safe work environment and co-workers should encourage anyone who has a drug problem to seek help.

The goal of this policy is to balance our respect for individuals with the need to maintain a safe, productive and drug-free environment. The intent of this policy is to offer a helping hand to those who need it, while sending a clear message that the illegal use of drugs and the abuse of alcohol are incompatible with employment at Gray Line of Tennessee.

As a condition of employment, employees must abide by the terms of this policy and must notify the company in writing of any conviction of a violation of a criminal drug statute occurring in the workplace no later than five (5) calendar days after such conviction.

The company offers resource information on various means of employee assistance in our community, including but not limited to drug and alcohol abuse programs. Employees are encouraged to use this resource file, which is located in the Human Resources Manager's office. In addition, we will distribute this information to employees for their confidential use.

General Procedures

Any employee reporting to work visibly impaired will be deemed unable to perform required duties and will not be allowed to work. If possible the employee's supervisor will first seek another supervisor's opinion to confirm the employee's status. Next, the supervisor will consult privately with the employee to determine the cause of the observation, including whether substance abuse has occurred. If, in the opinion of the supervisor, the employee is considered impaired, the employee will be sent home or to a medical facility by taxi or other safe transportation alternative - depending on the determination of the observed impairment - and accompanied by the supervisor or another employee if necessary. A drug or alcohol test may be in order. An impaired employee will not be allowed to drive.

Opportunity to Contest or Explain Test Results

Employees and job applicants who have a positive confirmed drug or alcohol test result may explain or contest the result to the medical review officer within five (5) working days after receiving written notification of the test result from the medical review officer. If an employee's or job applicant's explanation or challenge is unsatisfactory to the medical review officer, the medical review officer shall report a positive test result back to the company; a person may contest the drug test result pursuant to rules adopted by the Tennessee Department of Labor.

Confidentiality

The confidentiality of any information received by the employer through a substance abuse testing program shall be maintained, except as otherwise provided by law.

Job Applicant Drug Testing

All job applicants of this Company will undergo testing for substance abuse as a condition of employment. Any applicant with a confirmed positive test result will be denied employment. Applicants will be required to submit voluntarily to a urinalysis test at a laboratory chosen by this Company, and by signing a consent agreement will release this Company from liability.

If the physician, an official or job personnel has reasonable suspicion to believe that the job-applicant has tampered with the specimen, the applicant will not be considered for employment.

This company will not discriminate against applicants for employment because of a past history of drug or alcohol abuse. It is the current illegal use of drugs and/or abuse of alcohol, preventing employees from performing their jobs properly, that this company will not tolerate.

Employee Drug Testing

This Company has adopted testing practices to identify employees who use illegally use drugs on or off the job or who abuse alcohol on the job. It shall be a condition of employment for all employees to submit to substance abuse testing under the following circumstances:

1. When there is reasonable suspicion to believe that an employee is illegally using drugs or abusing alcohol. Reasonable suspicion is based on a belief that an employee is using or has used drugs or alcohol in violation of the employer's policy drawn from specific objective and articulable facts and reasonable inferences drawn from those facts in light of experience. Among other things, such facts and inferences may be based upon, but not limited to, the following:
 - a. Observable phenomena while at work such as direct observation of substance abuse or of the physical symptoms or manifestations of being impaired due to substance abuse;
 - b. Abnormal conduct or erratic behavior while at work or a significant deterioration in work performance;
 - c. A report of substance abuse provided by a reliable and credible source;

d. Evidence that an individual has tampered with any substance abuse test during his or her employment with the current employer;

e. Information that an employee has caused or contributed to an accident while at work; or

f. Evidence that an employee has used, possessed, sold, solicited, or transferred drugs while working or while on the employer's premises or while operating the employer's vehicle, machinery, or equipment.

2. When an employee has caused or contributed to an on-the-job injury that resulted in a loss of work-time, which means any period of time during which an employee stops performing the normal duties of employment and leaves the place of employment to seek care from a licensed medical provider. An employer may send employees for a substance abuse test if they are involved in on-the-job accidents where personal injury or damage to company property occurs.

3. As part of a follow-up program to treatment for drug abuse.

4. Routine fitness-for-duty drug or alcohol testing. A covered employer must require an employee to submit to a drug or alcohol test if the test is conducted as part of a routinely scheduled employee fitness-for-duty medical examination where the examinations are required by law, regulation, or part of the covered employer's established policy, or one that is scheduled routinely for all members of an employment classification group.

5. Employees who hold a Commercial Drivers License or are otherwise in a safety sensitive position will be subject to random tests for drugs and alcohol. Random testing will be conducted on an unannounced and ongoing basis throughout the calendar year. With each random selection, each covered employee has an equal chance of being chosen for testing. Random tests for alcohol are administered just prior to, during or just after a Driver performs a safety sensitive function.

Alcohol Testing

The consumption or possession of alcoholic beverages on the company's premises is prohibited (company sponsored activities which may include the serving of alcoholic beverages are not included in this provision). An employee whose normal faculties are impaired due to alcoholic beverages, or whose blood alcohol level tests .10% by weight for non-safety sensitive positions, or .04% for safety sensitive positions, while on duty/company business shall be guilty of misconduct, and shall be subject to discipline up to and including termination of employment.

Refusal to Submit

Failure to submit to a required substance abuse test also is misconduct and also shall be subject to discipline up to and including termination.

Important Information for Job Applicants and Employees

When an employee or job applicant submits to a drug and/or alcohol test, they will be given a form by the specimen collector that contains a list of common medications and substances which may alter or affect the outcome of a drug or alcohol test.



This form will also have a space for the donor to provide any information that he/she considers relevant to the test, including the identification of currently or recently used prescription or non-prescription medication or other relevant information. The information form should be kept by the job applicant or employee for their personal use. If the job applicant or employee has a positive confirmed test result, a medical review officer will attempt to contact the individual in order to privately discuss the findings with that person. The job applicant or employee should keep the form as a reminder to discuss this information at that time. The medical review officer will take this information into account when interpreting any positive confirmed test results. The information provided shall be treated as confidential and will not be given to the employer. Employees and job applicants have the right to consult with a medical review officer for technical information regarding prescription and non-prescription medicine.

It is the responsibility of every employee or job applicant to notify the testing laboratory of any administrative or civil action brought pursuant to TCA Section 50-9-100 et seq., Drug-Free Workplace Programs.

Substance abuse testing for job applicants and employees will include a urinalysis screen for the following drugs: Alcohol; (not required for job applicant testing); any alcoholic beverage; all liquid medications containing ethyl alcohol (ethanol). Please read the label for content. For example: Vicodin/Nyquil is 25% (50 proof) ethyl alcohol; Contrax is 20% (40 proof); Contac Severe Cold Formula Night Strength is 25% (50 proof) and Listerine is 26.9% (54 proof); Amphetamines: "speed," "uppers," etc.; Cannabinoids: THC, marijuana, hashish, "pot," "grass," "hash," etc.; Cocaine: "coke," "crack," etc.; Phenycyclidine: PCP, "angel dust," "Opies; Narcotics: Heroin, Codeine, Morphine, "smack," dope, etc.,

Injuries that Occur at Work
If you experience a potentially life-threatening emergency, such as but not limited to, profuse bleeding, chest pains, unconsciousness, call 911 immediately.

If you experience an injury or illness that is not potentially life-threatening but occurs at work, such as but not limited to, a small cut, strained back, pulled muscle, you should report it to your supervisor and/or the Human Resources Manager immediately and seek medical treatment as soon as possible. See also Workers' Compensation.

Safety on the Road
The safety philosophy of Gray Line of Tennessee is based on the overall mission of the company to provide safe, clean, reliable and effective transportation services to our customers. To accomplish this, a safety program has been implemented to control the incidents of accidents and related costs through regular safety meetings and/or classes. Determining Preventability.

One of the most critical events in any accident control is determining preventability once an accident has occurred. The Director of Operations (through the Safety Committee) has specific responsibility for classifying each report, whether a vehicle accident, passenger, pedestrian, fixed object or on-the-job injury, as either preventable or nonpreventable. The Safety Committee consists of four employees: a representative from the Operations department, one Driver, the Maintenance Director and the Safety/Human Resources Manager. Guidelines for determining preventability are well developed. The industry standard established by the National Safety Council (NSC) will be followed in this classification process.

Should an accident (with the exception of backing accidents) be ruled preventable, the driver has the right to appeal to the Safety Committee. This committee will review the circumstances of the accident and issue a ruling within one (1) week of the appeal.

Moving Violations
As professional drivers subject to the Commercial Driver's License (CDL) standards, it is imperative that moving violations in personal or company vehicles be avoided. Moving violations will be monitored by annually reviewing the Motor Vehicle Record (MVR) of each driver. As a Driver, you must report any moving violation convictions to the Safety Manager immediately. Personal moving violations that endanger the status of an employee's CDL may result in disciplinary action, up to and including termination of employment.

Disciplinary Action
The leadership of Gray Line of Tennessee believes discipline for moving violations and preventable accidents can be used as a tool to assist operators to be more aware and safety conscious drivers. As such, moving violations and preventable accidents will subject operators to disciplinary action, up to and including termination of employment. The following guidelines have been established to provide you with a guide of how accidents and violations may be handled. However, the Director of Operations and Safety Committee have the discretion to impose more or less lenient discipline, as is deemed in their judgment to be most appropriate.

Disciplinary Action Guidelines for Moving Violations
(Other than serious moving violations, as defined below)
Examples of moving violations (other than serious moving violations as defined below) include, but are not limited to, the following: failure to stop at a stop sign or red light, speeding or failure to wear a seat belt.

Number of Violations	Disciplinary Action
1 violation	written warning
2 violations within a 12 month period	Disciplinary action with possible suspension up to 3 days; probation up to 1 year and up to 4 hours of retraining
3 violations within a 12 month period	Disciplinary action as stated above or termination of employment



Serious Moving Violations are defined by the Federal Motor Carrier Safety Regulations, as follows:

- c) Excessive speeding involving any single offense for any speed of 15 miles per hour or more above the posted speed limit;
- b) Reckless driving as defined by state, local or regulation, including but not limited to offenses of driving a commercial motor vehicle in willful or wanton disregard for the safety of persons or property;
- c) Improper or erratic traffic lane changes;
- e) Following vehicle ahead too closely;
- e) A violation of state or local law relating to motor vehicle traffic control (other than parking violations) in connection with a fatal accident. Any serious moving violation will subject the operator to disciplinary action, up to and including termination of employment.

Disciplinary Action Guidelines for Preventable Accidents

An accident is defined as any time the bus touches anything other than the top of the roadway with the bottom of the tires and it so doing causes physical damage, property damage or bodily injury; or, when a passenger is injured for any reason on board or while entering or exiting the bus.

Number of Preventable Accidents	Disciplinary Action
1 accident	Written warning and 4 hours of retraining
2 accidents within a 12 month period	Suspension and retraining or termination of employment
3 accidents within a 12 month period	Termination of employment

Disciplinary Action Guidelines for Preventable Incidents

An incident is any condition or act that results in physical damage to any company vehicle while on company property and costs less than \$500 to repair.

Number of Preventable Accidents	Disciplinary Action
1 incident	Noted in employee's file, verbal disciplinary action and retraining as needed
2 incident within a 12 month period	Suspension and retraining or termination of employment
3 incidents within a 12 month period	Termination of employment

One (1) accident or more than two (2) disciplinary actions within 12 months may result in the loss of a portion or all of your safety bonus.

Ending the Employment Relationship

Involuntary Termination

If your performance, attendance, conduct or attitude is evaluated as unsatisfactory, Gray Line of Tennessee may have to make the decision to terminate your employment. In most situations, terminations will be conducted after you have been given opportunities to improve your performance and have not responded with improvement.

There may be circumstances when an employee could be terminated immediately and without notice. This would be in the event of serious misconduct including, but not limited to, the following: theft, dishonesty, embezzlement, willful refusal to follow reasonable direction, falsification of records, crime committed on company time or location or involving company property, reporting to work impaired or harassment of any employee, vendor or customer.

Drivers who have not worked at least one (1) shift within 30 days will be administratively terminated and must reapply for employment.

Your employment with Gray Line of Tennessee remains at will throughout the employment relationship, meaning either your or the company may terminate the relationship at any time with or without notice and with or without cause.

Voluntary Resignation

Ideally, if you intend to resign your position with Gray Line of Tennessee, you will provide a minimum of two (2) weeks' notice. In this situation, we also ask that you provide a signed letter of resignation, indicating the reason you are leaving and the anticipated last day you plan to work.

A Gray Line of Tennessee representative may contact you to conduct an exit interview. Exit interviews are conducted to aide in reducing employee turnover, assist in the selection process for replacement, isolate problems and improve working conditions.



THIS PAGE INTENTIONALLY BLANK



APPENDICES

A.1	RFP # 32106-00111 Proposal Statement of Certifications and Assurances
A.3	Bank Reference
A.4	Credit References



A.1 RFP # 32106-00111 Proposal Statement of Certifications and Assurances

RFP ATTACHMENT 6.1.

RFP # 32106-00111 PROPOSAL STATEMENT OF CERTIFICATIONS AND ASSURANCES

The Proposer must sign and complete the Proposal Statement of Certifications and Assurances below as required, and it must be included in the Technical Proposal (as required by RFP Attachment 6.2., Technical Proposal & Evaluation Guide, Section A, Item A.1.).

The Proposer does, hereby, expressly affirm, declare, confirm, certify, and assure ALL of the following:

1. The Proposer will comply with all of the provisions and requirements of the RFP.
2. The Proposer will provide all services as defined in the Scope of Services of the RFP Attachment 6.6., *Pro Forma* Contract for the total contract period.
3. The Proposer accepts and agrees to all terms and conditions set out in the RFP Attachment 6.6., *Pro Forma* Contract.
4. The Proposer acknowledges and agrees that a contract resulting from the RFP shall incorporate, by reference, all proposal responses as a part of the contract.
5. The Proposer will comply with:
 - (a) the laws of the State of Tennessee;
 - (b) Title VI of the federal Civil Rights Act of 1964;
 - (c) Title IX of the federal Education Amendments Act of 1972;
 - (d) the Equal Employment Opportunity Act and the regulations issued there under by the federal government; and,
 - (e) the Americans with Disabilities Act of 1990 and the regulations issued there under by the federal government.
6. To the knowledge of the undersigned, the information detailed within the proposal submitted in response to the RFP is accurate.
7. The proposal submitted in response to the RFP was independently prepared, without collusion, under penalty of perjury.
8. No amount shall be paid directly or indirectly to an employee or official of the State of Tennessee as wages, compensation, or gifts in exchange for acting as an officer, agent, employee, subcontractor, or consultant to the Proposer in connection with the RFP or any resulting contract.
9. Both the Technical Proposal and the Cost Proposal submitted in response to the RFP shall remain valid for at least 120 days subsequent to the date of the Cost Proposal opening and thereafter in accordance with any contract pursuant to the RFP.

By signing this Proposal Statement of Certifications and Assurances, below, the signatory also certifies legal authority to bind the proposing entity to the provisions of this RFP and any contract awarded pursuant to it. If the signatory is not the Proposer (if an individual) or the Proposer's company *President* or *Chief Executive Officer*, this document must attach evidence showing the individual's authority to bind the proposing entity.

DO NOT SIGN THIS DOCUMENT IF YOU ARE NOT LEGALLY AUTHORIZED TO BIND THE PROPOSING ENTITY

SIGNATURE:

PRINTED NAME & TITLE: Haniff Jackson, General Manager

DATE: August 5, 2011

PROPOSER LEGAL ENTITY NAME: RLCL ACQUISITION, LLC (dba Gray Line of Tennessee)

PROPOSER FEDERAL EMPLOYER IDENTIFICATION NUMBER (or SSN): 30-0553087



A.3 Bank Reference



William L. Otott Jr.
Director

SunTrust Bank
303 Peachtree Street NE
23rd Floor
Atlanta, GA 30308
Tel 404.813.0125
Fax 404.813.5890
bill.otott@suntrust.com

July 25, 2011

Mr. C. Mark Arnold
Managing Member
RLCL Acquisitions, LLC
Gray Line of Tennessee
2416 Music Valley Road, Ste 102
Nashville, TN 37214

Re: Banking Reference Letter

Dear Mark:

It's my understanding the various Requests For Proposal (RFP) that you are entertaining require a current bank letter of reference. Please feel free to circulate this letter with the open invitation for any of the parties to contact me directly for more information.

SunTrust began our relationship with RLCL Acquisitions in August 2010 with the consummation of a three year \$12 million revolving line of credit. The company also maintains its primary depository relationship with SunTrust Bank. The revolving line of credit is secured and governed by a Borrowing Base. The company is in compliance with the terms and condition of their credit agreement and other loan documents. The depository accounts have all been handled as agreed with no NSF's.

Best regards,

A handwritten signature in black ink, appearing to read "Bill Otott", written over a horizontal line.

Bill Otott
Director – Asset Based Lending



A.4 Credit References

Rudy's Farm Company of TN, LLC

2416 Music Valley Drive, Suite #140
Nashville, Tennessee
37214

615-409-9919 ofc

615-885-8020 fax

July 29, 2011

RLCL Acquisitions
Gray Line of Tennessee
2416 Music Valley Drive Suite 102
Nashville, TN 37214

To Whom It May Concern,

On June 28th, 2009, RLCL Acquisition d/b/a Gray Line of Tennessee entered into a lease agreement for approximately 9,100 Square Feet of office space in Music Valley Village. Said property owned and operated by Rudy's Farm Company of TN, LLC.

Gray Line pays \$7,962.50 per month for the space, on time and have never been behind on monthly rent. We look forward to many more years of tenancy.

Yours,

A handwritten signature in cursive script that reads "T. Clark Miller".

T. Clark Miller
Rudy's Farm Company of TN, LLC



A.4 Credit References

MANSFIELD OIL COMPANY
1025 AIRPORT ROAD
GAINESVILLE, GA 30501

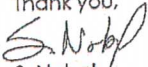
August 4, 2011

RLCL Acquisitions
2416 Music Valley Drive Suite 102
Nashville, TN 37214

To Whom It May Concern,

RLCL Acquisitions has a current balance of \$106,702.33. Their terms are Net 15 days EFT.
The funds are drafted from their account as invoices are due. Their credit limit is \$150k.
At the present time there are no past due invoices.

Thank you,


S. Nobel
Mansfield Oil Company
1-800-695-6628